



Imperial Society of
Teachers of Dancing

Volunteer Handbook



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Welcome

Welcome to the ISTD as a volunteer and an ambassador of our Society. Since the ISTD was founded in 1904, dedicated volunteers have shaped the success of our organisation. Your passion for dance and teaching dance will help ensure that future generations of students, teachers and members continue to learn with us.

This guide will help you have the best possible experience as a volunteer and ambassador. It provides essential information on your role, the organisation, and how we support you. Please do get in touch with us if you have any further questions or suggestions.

Thank you for volunteering and I look forward to working with you as we make teaching and learning dance accessible to all.



Ginny Brown
Chief Executive



The purpose of this handbook and how to use it

This handbook, along with the documents that are included with it, is designed to provide you with all the essential information you need to work with us. If there is something that you don't understand or need more information about, please speak with your ISTD contact who will gladly help.

We ask that you read this handbook (and the accompanying documents) carefully and keep it to hand. We will update the handbook from time to time and will notify you of any changes that are made.



We are known for our quality of teaching, our diversity of dance forms, and a passion for raising standards.

We put our members – teachers of dance – at the heart of everything we do. Supporting their career development and progression by providing a range of resources, events, training and continuous professional development, all designed to support your journey through dance.

The Society is a registered educational charity (250397), regulated examinations board and membership association. With 6,000 members in 59 countries worldwide, we conduct over 100,000 examinations and 20,000 hours of continuing professional development each year.

About us

We are one of the world's leading dance examination boards with the widest range of dance genres available. We are a registered educational charity, supporting and training our members through a wide variety of courses, teaching syllabi and techniques. Our board of trustees, senior leadership team, council and faculty committees work together to make sure that the organisation is a world leader in dance education.

Established in 1904, with a mission to educate the public in the art of dancing in all its forms; today the Society strives to advance excellence in dance teaching and education. We promote knowledge in each speciality and provide up-to-date techniques in the ever-changing world of dance. We work hard to maintain and improve teaching standards in schools, academies and performing arts settings across the world.





Our vision

To make teaching and learning dance accessible to all.

Our mission

To educate the public in the art of dancing in all its forms.

Our membership is recognised as the mark of quality dance teaching around the world. We support teachers to develop their careers and businesses through progressive training, performance qualifications and events. Together, we aim to build a diverse and sustainable dance profession by championing inclusion and increasing access to dance teaching.

Equity, diversity and inclusion

We are committed to a policy of treating all volunteers equally and fairly and we accept volunteers based on their suitability for the role. We won't discriminate against any volunteers because of their age, disability, ethnic origin, gender, marital status, nationality, political beliefs, race, religion, sexual orientation or socio-economic background.

Our values

Our values shape everything we do. They are:

- **Quality:** We are trusted to provide excellent dance teaching, training, qualifications and services to our members and students
- **Inclusion:** We are a global family that is committed to improving diversity and equal opportunity
- **Innovation:** We strive to be creative in our thinking and to deliver dynamic solutions that make a difference to dance education
- **Passion:** We are dedicated to inspiring future generations of dancers and teachers
- **Integrity:** We strive to always do the right thing

A copy of the ISTD's Equity, Diversity and Inclusion policy is available to download from the website at www.istd.org/documents/equity-diversity-and-inclusion-policy

Selection

Please read this section in conjunction with the Society’s volunteering policy and procedure, which is included with this handbook.

1. We will endeavour, through appropriate training, to ensure that employees making decisions regarding volunteers will not discriminate, whether consciously or unconsciously, in making these decisions.

2. We will adopt a consistent, non-discriminatory approach to the advertising of voluntary opportunities.

3. We will not confine our process with regards to obtaining volunteers to areas or media sources which provide only, or mainly, volunteer applicants of a particular group.

4. All those who ask to volunteer for us will receive fair treatment and will be considered solely on the contribution they can make.

5. All those involved in the volunteer process will periodically review their criteria to ensure that they are related to volunteering requirements and do not unlawfully discriminate.

6. Discussions will be related to the requirements of the volunteering activity and will not be of a discriminatory nature.

7. If a volunteer has access requirements or additional needs, ISTD will seek to support and ensure all reasonable adjustments are made.

8. We will not disqualify any volunteer because he/she is unable to complete any forms unassisted unless personal completion of the form is a valid test of the standard of English required for the safe and effective performance of the volunteering activity.



What you can expect from us

Our mission is to educate the public in the art of dancing in all its forms, to be a truly inclusive Society for all and encourage diversity in our dance community. We will work towards this vision through embedding diversity and inclusion into all that we do. We aim to have an inclusive community that values merit, openness, fairness and transparency.

Through our commitment to you we will:

- Always treat you with respect, consideration, and appreciation

• Ensure you have a clear and defined volunteering role and agreed hours of contribution

• Ensure you are clear about your responsibilities

• Provide you with a copy of the Society’s volunteering policy and procedure

• Provide you with policies and other documents relevant to your role

• Provide training and support to help you fulfil your role

• Make sure you always have safe working conditions, including any adjustments that can be made reasonably to enable you to fulfil your role

• Ensure you have a member of ISTD staff as a main point of contact, for each volunteering assignment you undertake

• Offer you fair and honest feedback

• Provide you with accurate and truthful information about news and developments at the ISTD

• Ensure we have insurance to cover you while undertaking activities in relation to your role

• Provide you with an induction to the organisation and the role

• Reimburse you for any out-of-pocket expenses incurred by you in connection with your role, provided the expenses are reasonable and agreed in advance

• Seek to resolve any concerns you may share with us, promptly and fairly

• Celebrate your successes and recognise your achievements

• Provide references for people who have actively volunteered their time

What we expect from you

We expect high standards from everyone involved at the ISTD, whether they be paid staff or volunteers. To ensure you get the most out of your role, we expect you to:

- Be a part of the ISTD and understand what we do
- If a member of the ISTD – to abide by the ISTD Member Agreement / Professional Code of Conduct
- Allow the ISTD to support you to obtain a DBS (Disclosure and Barring Service) disclosure certificate as appropriate to your role
- Report any safeguarding concern to the Designated Safeguarding Lead
- Support our EDI policy and encourage positive use of language, challenging any discrimination and demonstrating good practice. Commit to our values
- Behave appropriately, acting in a professional and safe manner when representing the ISTD
- Take part in any training required for your role
- Engage with your volunteering work to the best of your ability
- Comply with the ISTD policies, procedures and protocols that are relevant to your role
- Participate in the feedback process by giving constructive suggestions for improvements
- Respect confidentiality
- Keep your ISTD contact and other members of your team informed of your activities when carrying out your role
- Treat everyone you meet in connection with your role with respect, consideration and appreciation
- Provide as much notice as possible if you are unable to fulfil your volunteering commitment, or if you no longer wish to be involved with an event



How you will be supported

Your ISTD contact will introduce you to their team and anyone you will be working with when carrying out your volunteering role. They will go over any health and safety and safeguarding requirements and ensure you have been briefed for that assignment. Make sure you ask questions or for clarification on anything you don't understand, you can also highlight any areas you feel you need training on. You may be given mandatory training on specific areas related to your role, such as data protection.

Before you start Volunteering

Volunteer agreement

Before you start any future involvement with the ISTD, you will receive a Volunteer Agreement. You will not be able to volunteer for an event until you have signed an agreement, so please contact the ISTD if you haven't received one.

Insurance

The ISTD has insurance policies in relation to employer's liability and public liability. Our public liability insurance includes indemnity insurance for our volunteers.

Standards of behaviour

If you are a member you will already have committed to our code of conduct. If your volunteering role with ISTD relates to live events, you will also be required to read the Behaviour Code for live events, which is included with this handbook, and to indicate that you will adhere to it by signing and dating it.

Changes in personal details

We have a duty of care to anyone who volunteers. We may need to contact you or someone on your behalf in the case of an emergency so please notify us of any emergency details you may want us to have and then any change to those details. Please read the Privacy Notice here www.istd.org/privacy-policy

Safeguarding and DBS checks

If you are a member you will already have committed to our code of conduct. If your volunteering role with ISTD relates to live events, you will also be required to read the Behaviour Code for live events, which is included with this handbook, and to indicate that you will adhere to it by signing and dating it.

As a lot of ISTD events and activities involve children and young people, it is vital that you read our safeguarding policy and procedure, which has been included as part of this handbook. If you will be working in direct contact with children, the ISTD will require:

- Proof of your identity
- Your written consent to obtain (at the ISTD's expense) a criminal record disclosure as applicable (if you do not already have one)
- Such disclosure being acceptable to us
- Satisfactory written references

In addition, you may be asked to complete a short safeguarding course.



When you accept a volunteering assignment



Time commitment

If you are unable to attend at any of the times when you have arranged to help us, due to ill health or other commitments, please let your ISTD contact know as soon as possible as we may need to make arrangements for cover. You will be provided with an emergency contact number in your assignment brief should this happen within 24 hrs of the assignment.

Assignment brief

Before each volunteering assignment you will receive an Assignment Brief outlining the following:

- Role title
- Date and location of volunteering
- Purpose of the role
- Responsibilities and duties
- Expected time commitment
- Any training that you will be required to undertake. (The ISTD will provide the training necessary for the tasks you have volunteered for and any further volunteering activities it is agreed you can undertake)
- Any health and safety instructions or risk assessments that you will need to observe
- Dress code (if any). (Regardless of whether there is an event-specific dress code, it is important that you present an acceptable image in terms of appearance and standards of dress. You should wear clothes appropriate to your tasks, and they should be kept clean and tidy at all times)

A sample assignment brief is included with this handbook.

Security

Please be aware that at some events (including exams and in-person CPD training courses) there may be security arrangements in place to protect people attending the event and the public. Where such security arrangements are in place, they will apply to ISTD employees and volunteers as well as to customers attending the event.

Name badge

You may be provided with a name badge, which will also describe your role. Please keep your badge visible throughout the assignment.

Health and safety

The ISTD is committed to looking after the health, safety and well-being of all its staff and volunteers. Your ISTD event contact will give you information relevant to the event you are working at, which may include reporting an incident, what to do if someone is taken ill, fire safety and evacuation. We are committed to making sure you are safe while volunteering. In return we expect you to help us maintain a safe environment.

1. Your ISTD contact will advise you of the health and safety requirements and any hazards associated with your responsibilities.
2. You must not take any action that could threaten the health or safety of yourself other volunteers, workers, employees, customers or members of the public.
3. You should report all accidents and injuries, no matter how minor, to your ISTD contact, who will advise as to what action needs to be taken and what needs to be recorded.

Hygiene

Please always observe good hygiene practice. Your volunteering role with ISTD will not involve handling food.

Housekeeping

Please be considerate of other users of premises where you carry out volunteering activities and leave premises and facilities in good order after you have used them. If you have concerns about the condition of premises or facilities you are using, please inform your ISTD contact.



Confidentiality

Your volunteering agreement, which you will be asked to sign before you start your volunteering work with the ISTD, includes a confidentiality statement. Any sensitive information that you come across while volunteering, including details about our participants and our work, must be treated as strictly confidential; however, if you have any concerns at all, particularly about the safety or welfare of a participant, do not keep this to yourself. Let a member of ISTD staff know in confidence and they will know how to help appropriately.

Data protection

In your role, you may have access to personal information about participants, teachers, audience members, staff or other volunteers. For this reason, before you start your volunteering work with the ISTD you will be required to sign a confidentiality statement which forms part of your volunteering agreement with ISTD, and before each assignment you will be provided with instruction regarding the applicable ISTD policies and procedures that you will be required to adhere to.

Please be aware of the following:

- Any paperwork handed to you which contains personal information should be handed over to a member of ISTD staff at the end of the assignment – you must not take anything home with you
- Data should not be shared between personal email addresses – if you do not have an ISTD email account then you will only receive data in paper form on the day of an assignment
- If data is stored digitally, it needs to be in a password protected file, ideally on an encrypted memory stick or hard drive
- If you are expected to process personal data as part of your role, you will need to read our data protection policy and receive basic training on this area
- We will always make sure we keep your details safe and secure too



Smoking and vaping policy

Our policy of not smoking or vaping in the place of work (whether it is ISTD premises or a hired facility) other than in designated smoking areas must be always observed.

Lost property

Lost property should be handed to your ISTD assignment contact who will retain them whilst attempts are made to discover the owner.

Volunteers' property

No liability is accepted for any loss of, or damage to, property brought onto the premises where the volunteering assignment takes place. You are advised not to take any personal items of value to the assignment premises or to leave any items at the assignment premises overnight.

Parking

We do not have dedicated parking areas at our events. The Society will accept no liability for damage to private vehicles, however caused.

Gifts

Giving or receiving gifts may give the impression of favouritism and could raise expectations of the level of support you can provide in your role. As such, we ask that you do not give or accept personal gifts to or from staff or anyone attending ISTD activities.

Statements to the media

Please do not make any statement to reporters from newspapers, radio, television etc. in respect of our organisation. Any enquiries should be directed to your ISTD event contact.

Financial handling

You will not be expected to handle money in connection with your volunteering role with the ISTD. If you are asked to handle money while on a volunteering assignment, please inform your ISTD contact immediately.

Use of computer equipment

Volunteering assignments may involve using computer equipment belonging to the ISTD. Where this is the case, relevant sections of the ISTD's policy on the use of IT equipment (included with this handbook) will apply. Any event-specific instruction that may be required will be issued by your ISTD event contact in accordance with this policy.

Expenses

The ISTD will reimburse volunteers for any reasonable out-of-pocket expenses and this will only cover the amount already spent as a result of volunteering for us. An expenses claim form is included with this handbook. Tickets and receipts must be produced and it is the decision of the volunteer if they choose to claim or not.

Items we can cover:

- **Travel** – public transport and fuel (your ISTD event contact will inform you of the current mileage reimbursement rate)
- **Meals and refreshments** (up to an agreed amount)
- **Equipment administration costs** (e.g. postage, phone calls, stationery)

Please ensure you check what can be reimbursed – and how much – with your ISTD assignment contact before spending any money. Expenses will only be paid on receipt of an expenses claim form sent directly to ISTD HQ, that has been signed by your ISTD contact.

Additional information

Leaving

If you decide to resign from your volunteering role, please inform us in writing either by letter addressed to Volunteering at the ISTD Head Office, or by email to volunteering@istd.org

We may contact you to conduct an exit interview. The purpose of exit interviews is to learn what we do well and what we need to improve in terms of our relationship with our volunteers and the resources and support we provide them with.

You will be required to return any equipment or resources belonging to the ISTD that you have been supplied with.

All information that you have obtained while carrying out volunteering assignments with the ISTD will remain confidential and must not be disclosed to anybody outside the Society.

Discrimination, harassment and complaints policy

The Society's personal harassment policy and procedure applies to all employees and volunteers with the Society and is included with this handbook.

Complaints or concerns

Should you have a complaint or concern related to your treatment by the ISTD, its employees, other volunteers or the people who attend our events, please raise these with your ISTD contact who will attempt to resolve the issue. If you are unhappy with the outcome, you may raise the issue by following the complaints policy and procedure which is included with this handbook.

Questions and answers

Q: Will I receive training relevant to my role?

A: Please read the "What you can expect from us" section, which starts on page 11 of this handbook.

Q: Will I be able to claim back expenses incurred through my volunteering?

A: Please refer to the section on expenses on page 21 of this handbook.

Contact details and useful information

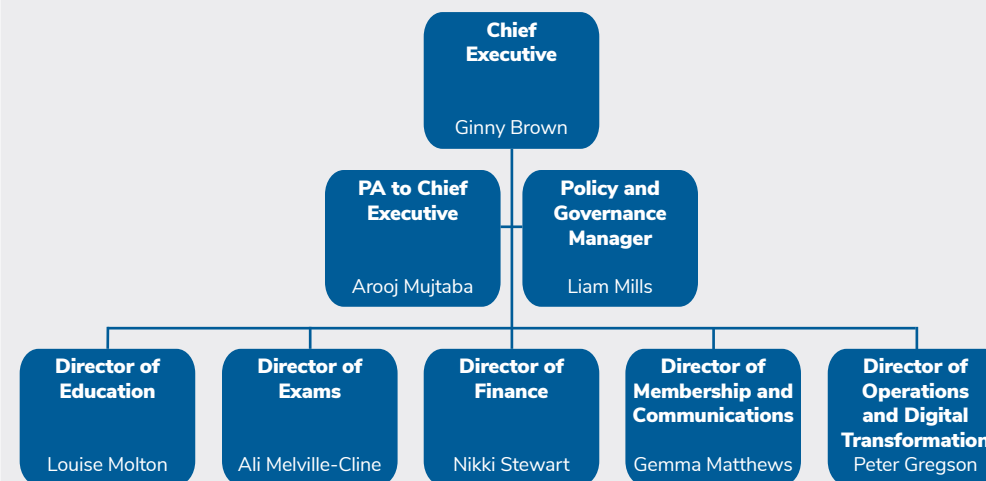
ISTD Headquarters:
22/26 Paul Street, London EC2A 4QE

Main reception telephone number:
+44 (0)20 7377 1577

Normal office hours are Monday – Friday 9am until 5pm.

Please note: ISTD operates a hybrid working policy. The office building is usually closed on Mondays and Fridays, on which days staff, including the telephone receptionist, work remotely.

An overview of the primary ISTD departments



Imperial Society of Teachers of Dancing (ISTD) exists to advance excellence in dance teaching and education, representing dance teachers and their communities.

Since 1904, the Society has provided quality dance training across a diverse range of genres – enabling its members to inspire their students with a passion for dance. With nearly **6000 members** in **59 countries** we conduct **90,000 examinations worldwide** each year.

Membership of the Imperial Society of Teachers of Dancing is a passport to artistic and professional progression.

Discover more istd.org



Imperial Society of
Teachers of Dancing

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